Integrated System News Bulletin

Termination Forms for Rendering Providers

Attention: Directly-Operated and Contract Providers

STOP – Impact on You

Users are submitting Rendering Provider forms to terminate RP's before all claims have been submitted against those rendering providers.

- This sometimes results in the user's inability to submit claims, resubmit denied claims or retrieve archived claims for services delivered by the rendering provider.

CAUTION – What You Need to Know

For claim submission purposes, Rendering Providers remain visible in the IS for one year after the termination date.

DMH is encountering a number of providers who:

- Submit termination forms for their Rendering Providers, then try to submit services for those terminated providers but are unsuccessful because processing must occur prior to the expiration date

- Submit duplicate Rendering Provider Forms to terminate staff who have already been terminated to…

  - Clean-up expired licenses on the IS280 Report "Active Assigned Staff Register/Staff Roster with License Status" (RP's remain on this report for one year after the termination date) and,

  - Request correction of a staff code for rendering providers listed on the IS310 Report "Rendering Provider Assignment." This report will list all the IS billing provider ID's associated to an RP. The staff code listed may or may not be the one associated to your provider number

In addition to the duplicate forms submission, DMH CIOB is experiencing an increase in Customer Service Calls and HEAT Tickets related to these types of issues. This has significantly impacted our ability to work all rendering provider requests in a timely manner.

GO – What You Need to Do

Before you submit a termination form for a Rendering Provider, you **MUST** make certain that all claims for services delivered by that Rendering Provider have been resolved:

- Successfully submit/resubmit and/or archive all claims prior to the termination date posted next to the rendering provider staff code under the Clinical Tab.

- Verify termination date under the Clinical Tab.

We also recommend attending the IS Reports Work Group to suggest changes or improvements to the IS280 and IS310 reports. For your convenience, the calendar of scheduled meetings is posted on the website at http://dmh.lacounty.gov/ISReport/Calendar.html